

EBT Coordinator Update



FROM PAPER TO PLASTIC

#12 November 13, 2001

Revised Procedures for CAPS Device Problems and Returns

Effective November 15, 2001, CEFS in Tampa will start sending out replacement CAPS from their location for Wisconsin offices. CEFS has developed a new unit within Tampa to accommodate these procedures. The local agency will no longer contact the EBT state office to order CAPS replacement parts.

Following are steps that local agencies need to take when they have a problem with their CAPS machine.

1. Call the Help Line number given in the CAPS Trouble-Shooting Guide: 877-415-5164.
 - Don't press 1 for English or make any other entries - you will be transferred to a customer service representative.
 - The representative can troubleshoot over the phone with the county office and in some cases, fix the problem over the phone. If the problem cannot be fixed over the phone, the representative can often times distinguish the cause of the problem, whether it is a phone line problem, bad cable, bad power supply, etc.
2. If the customer representative can't remedy the problem, the caller will be forwarded (as part of the same call) to a new CEFS unit in Tampa to troubleshoot the problem.
3. When troubleshooting reveals a new CAPS is required, the person at Tampa will take responsibility for sending a new CAPS for overnight delivery, if the determination for replacement occurs before 4:00 p.m. Eastern time. If the determination occurs after 4:00 p.m. Eastern time, then the CAPS will be sent out overnight delivery the next business day.
4. The caller with the bad CAPS will be asked for their UPS mailing address and email address.
 - Enclosed in the package will be a memo asking to describe the problem and an UPS label to return the defective part.
5. The local agency must return the defective item (using the enclosed UPS label) within 2 business days of receiving the new item.